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US:IT CIO Open Forum

January 30, 2019

2:30 - 4 p.m.

SUMMARY

Which of the following is NOT one of the four key elements of Service Design? The live poll was not working, however Pricing was identified as the correct answer.

State of IT Report 2018 (David Demers)

David provided an update on his presentation to the Board of Trustees at their January meeting. He shared with them the features of the State of IT report and received positive feedback. The full report will be available on the US:IT website soon.

- **Strategic Plan Alignment with BOT Priorities**

As part of his presentation to the BOT, David shared many of the goals and objectives in the US:IT Strategic Plan that support the BOT Strategic Priorities.

- **Project Updates**

Presented an update on Classrooms for the Future in hopes to provide information that will represent the need for additional funding to complete needed renovations. Next steps were also reviewed. Upon request from a Trustee, David provided a ballpark figure of \$9-\$11 million dollars as an estimated cost to continue the effort.

An update on Wireless project was also provided, again in hopes to provide information that will represent the need for additional funding to complete needed updates of infrastructure. Next steps reviewed. David provided a ballpark figure of \$15-\$18 million dollars needed to complete these updates and highlighted the need for a continued cycle of maintenance/updates.

Source of funding is an issue for continuing both projects, but the BOT appears to recognize the need.

Academic Partnerships (David Demers)

David provided a recap of the partnership with Academic Partnerships (AP) to help facilitate sustainable online growth and promote student success. AP will work within the current learning management system LMS and is set to launch for Fall 2019. The kickoff has begun at USM, but UMPI and UMFK had to be postponed until the first or second week of February. David shared some sample recommendations from USM's kickoff. The timeline and phases were reviewed along with challenges expected in data that needs to be provided to AP. Next steps reviewed.

MaineStreet Projects Updates (Tiff Maiuri)

- **CS Upgrade**

Tiff gave a brief review of earlier updates. Unit testing has been going on for about two weeks and is going well. Testing as a Service (TaaS) recreates what a tester would do manually and produces reports, identifying areas that may need further exploration. Kudos extended to the teams, as this is a very aggressive timeline. Future milestones were shared with Go-Live expected June 2019. David added that the project is on track and the work that has been put in has been monumental. The effort gives great confidence.

- **UX/UI RFP**

Tiff gave a brief review and shared that the RFP is complete and an award was issued on Jan 10 to HighPoint Technology Solutions. The target Go-Live is Fall 2019 and the kickoff is underway. Tiff provided a sneak peek of some of the features of HighPoint. David added that this will have a significant impact on students and faculty. It should revolutionize how folks interact in the MaineStreet environment.

Data Governance Presentation (Fred Brittain/Corina Larsen)

Fred provided some background on the Data Governance (DG) initiative which began in 2016 and indicated that IT is a collaborator with other groups involved.

Corina explained that Data Governance is designed to improve consistency, integrity and access for the use of data. Data are system-wide assets and decisions around data affect everyone. Corina shared the DG framework shared.

Fred discussed the membership of the groups involved including the Data Governance Council (DGC), which is a small group and the true authority, and the Data Advisory Committee, which is a large group that meets once per month and has many subgroups. Standing teams include DG Communications and Data Security, Access & Ethical Use.

Goals were reviewed and recommendations shared. Work in progress includes the establishment of various targeted work groups. More information is available available on academics.maine.edu/data-governance.

David shared that the DGC met earlier today and talked about the need to raise awareness about why this is important. The DG Communications team is looking at doing campus visits in the future.

HipChat Replacement (John Brown/Steven Premeau)

John provided an overview of the replacement process for HipChat, which is retiring effective Feb 2019. Team members and goals were shared. This replacement is for US:IT only and is not a recommendation for the larger UMS community. The process to select the finalist was reviewed

and survey results shared. Hangouts Chat was the team recommendation. There is room for growth, but it meets core needs. John clarified that US:IT is not recommending other tools cannot be used and is not mandating folks to use or change support processes to use this tool, though . Next steps reviewed.

Questions can be submitted via email to John Brown.

Microsoft Office 365 Update (Steven Premeau)

Steven shared that the Microsoft 365 Sync process is in production for specific testers. Next steps were reviewed.

Active Directory Update (Lauren Dubois)

Lauren shared a brief presentation on the close out of the AD/Windows 10 project. The deliverables outlined in the project charter have been met, though some migrations will continue. Lauren provided an overview of the history of the project including goals, phases and deliverables. Successful highlights were shared and kudos extended shared to the project team and others involved.

David shared message of thanks to Lauren and Karen for keeping the project moving along.

Kudos

David shared kudos to the DARTS team for the 'L' grade reporting. A video will be shared at next Forum due to time constraints.




CIO Forum


US:IT
January 30, 2019



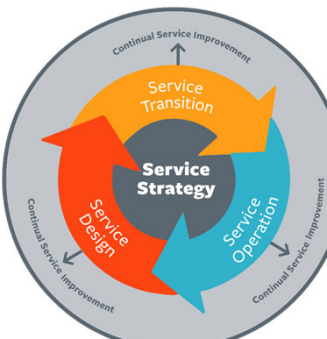
University Services
Information Technology










The Four P's of Service Design




- ITIL Service Design** is one of the (5) stages in the Service Lifecycle.
 - Translates needs and requirements into services
- When planning a service, service design should consider the four P's:
 - People** – Deliver Service
 - Products** – Tools to deliver, support service
 - Processes** – Support and manage service
 - Partners** – Vendors, suppliers












Agenda










**Maine's
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- **State of IT Report 2018**
 - Board of Trustees Resolution – Strategic Alignment
- **Academic Partnerships**
- **Project Updates**
 - Campus Solutions 9.2 Upgrade
 - MaineStreet UX Enhancements RFP
- **Data Governance**
- **HipChat Replacement**
- **Microsoft O365 Update**
- **Active Directory Project Update**
- **Kudos**
- **Q&A**



‘Hang on a sec...I don’t remember this being scheduled as a video conference call.’

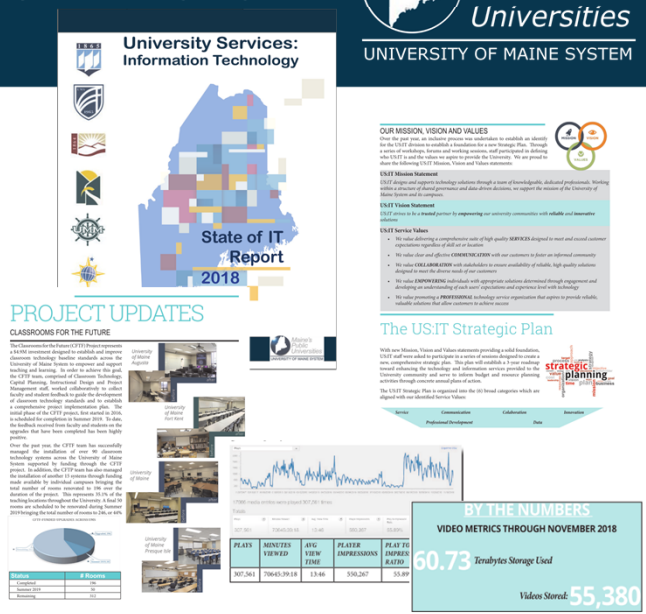








US:IT State of IT Report - 2018





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- **Features**
 - *Organizational Overview*
 - *US:IT Strategic Plan*
 - *US:IT Budget*
 - *Project Updates*
 - *Key Performance Indicators*
 - *Team Highlights*
 - *Future Directions*







US:IT State of IT Report - 2018



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- **US:IT Strategic Plan**
 - Year-long, inclusive process to define the Mission, Vision, Values



Mission








- *US:IT designs and supports technology solutions through a team of knowledgeable, dedicated professionals. Working within a structure of shared governance and data-driven decisions, we support the mission of the University of Maine System and its campuses*

• **Vision**


- *US:IT strives to be a trusted partner by empowering our university communities with reliable and innovative solutions*

• **Service Values- grounded on principles of:**

- High Quality Service
- Effective Communication
- Collaboration
- Empowerment
- Professionalism










US:IT State of IT Report - 2018










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- **Current US:IT Strategic Plan**
 - (17) Strategic Goals – (98) Aligned Objectives Grouped into (6) Categories
 - Effort to align Goals to BOT Strategic Priorities (examples):



BOT Strategic Priority	US:IT Supporting Goal(s)	US:IT Strategic Objective(s)
1. Advance workforce readiness and economic development	3.3. US:IT will pursue opportunities to actively contribute to the mission of the University	Establish student internship programs to provide real-world experiential learning opportunities for UMS students Sponsor annual workshop for UMS and state-wide scientific research community to promote and direct the Maine regional science & research network

US:IT State of IT Report - 2018




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• Current US:IT Strategic Plan


- (17) Strategic Goals – (98) Aligned Objectives Grouped into (6) Categories
 - Effort to align Goals to BOT Strategic Priorities (examples):



BOT Strategic Priority	US:IT Supporting Goal(s)	US:IT Strategic Objective(s)
2. Increase Maine Educational Attainment	3.1. US:IT will actively collaborate with stakeholders to optimize alignment of IT activities and services to support System and Campus strategic initiatives	Enhance recruitment and admissions activity through partnership and collaboration with enrollment management teams to best leverage available tools and data
		Actively support the launch and growth of online programs for UMS campuses

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• Current US:IT Strategic Plan


- (17) Strategic Goals – (98) Aligned Objectives Grouped into (6) Categories
 - Effort to align Goals to BOT Strategic Priorities (examples):



BOT Strategic Priority	US:IT Supporting Goal(s)	US:IT Strategic Objective(s)
3. Align Academic Programs and Innovation to Drive Student Success	3.4. US:IT will provide solutions designed to empower stakeholders	Deploy, enhance and improve self-service options for students within the MaineStreet environment
	6.1. US:IT will engage with the University community to establish a culture of data-informed and responsive decision making	Develop capacity to provide robust predictive & prescriptive data analytics models for campus and functional office decision-making support

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• Current US:IT Strategic Plan


- (17) Strategic Goals – (98) Aligned Objectives Grouped into (6) Categories
 - Effort to align Goals to BOT Strategic Priorities (examples):



BOT Strategic Priority	US:IT Supporting Goal(s)	US:IT Strategic Objective(s)
4. Maintain Competitiveness & Sustainability while Meeting State Needs	1.2. US:IT will be a customer-focused IT solution provider that ensures unparalleled customer service with high standards for responsiveness	Establish and operationalize cross-departmental Service Delivery Teams to promote efficiency, collaboration and efficacy
	1.3 US:IT will achieve consistency in the scope and delivery of system-wide services	Complete migration or decommission of remaining legacy services hosted on aged campus hardware to enhance reliability

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• Current US:IT Strategic Plan


- (17) Strategic Goals – (98) Aligned Objectives Grouped into (6) Categories
 - Effort to align Goals to BOT Strategic Priorities (examples):



BOT Strategic Priority	US:IT Supporting Goal(s)	US:IT Strategic Objective(s)
4. Maintain Competitiveness & Sustainability while Meeting State Needs	2.1. US:IT will establish an environment that promotes transparency and collaboration through robust internal and external communication	Complete initial IT service-oriented cost analysis for distribution to campus leadership
	5.3. US:IT will be an organization that develops and empowers employees	Sponsor annual meeting of the Women in US:IT group to forge relationships, discuss issues, and expand collaboration opportunities

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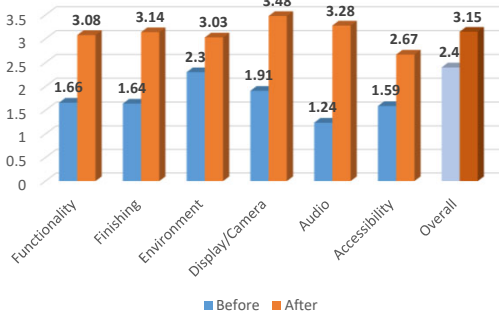
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• Project Updates








• Classrooms for the Future

- \$4.9M Investment to renovate and improve classroom technology baseline standards across the UMS to enhance teaching and learning
- Assessment
 - 43 Characteristics/6 Categories
 - Project has exceeded goal of achieving overall rating of 3.0
 - 3.15 Average Rating
- Surveys/Focus Groups
 - *"The active learning classroom is very versatile for group work for my classes. The setup and technology allows for more team work, student interaction and collaboration"*


CFTF Room Assessment



Category	Before	After
Functionality	1.66	3.08
Finishing	1.64	3.14
Environment	2.3	3.03
Display/Camera	1.91	3.48
Audio	1.24	3.28
Accessibility	1.59	2.67
Overall	2.4	3.15

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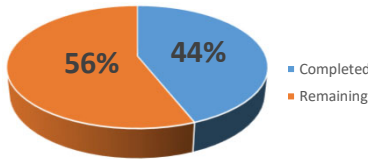
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• Project Updates








• Classrooms for the Future

- Work Completed
 - 44% of **centrally-scheduled*** teaching locations (246 Rooms) Impacted
 - 56% of **centrally-scheduled*** (312 Rooms) will remain untouched with current project funding
 - *Does not include 190 departmentally-owned rooms
- Next Steps:
 - Complete remaining Summer '19 work
 - Complete room assessment scoring/report
 - Leverage lessons learned, collaborate with campus facilities to estimate cost to continue effort


CFTF Room Renovation



Status	Percentage
Completed	44%
Remaining	56%

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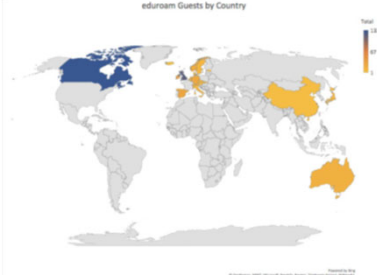
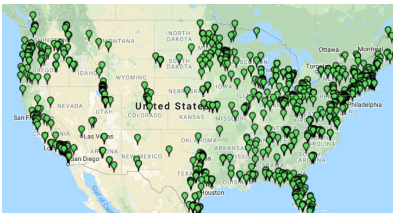









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• Project Updates


• Wireless Infrastructure

- \$13.2M Investment to upgrade wireless infrastructure and service across UMS
 - 68 Instructional Buildings
 - 24* Residence Halls
- Upgrades have allowed for the rollout of eduroam Global Wireless Access
 - Portable network access credentials
 - Available at institutions in 101 countries
 - Available at 611 participating institutions in the US
 - Official Launch Feb 4

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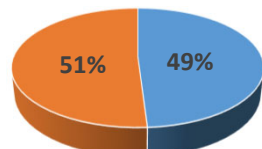
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• Project Updates

• Wireless Infrastructure

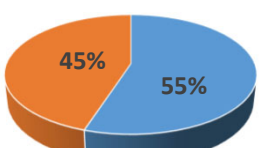
- Work Completed
 - 49% of UMS buildings with upgraded wireless infrastructure
 - 51% of buildings will remain in current state
 - 53-56% of equipment at current standards
 - Requires parallel wireless networks (new & legacy)
 - Outdated equipment increases risk of network instability, security vulnerability
- Next Steps:
 - Complete remaining Summer '19 work
 - Leverage lessons learned, collaborate with campuses to estimate cost to complete effort

Buildings




■ Completed ■ Remaining

Equipment



■ Current ■ Outdated
















Academic Partnerships Update




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- **Academic Partnerships**
 - Independent firm which partners with public universities to facilitate sustainable online growth and promote student success
 - Provide up-front investment/capital and marketing to promote online programs on a national scale
 - Split tuition revenue (50:50) for approved online programs



















Academic Partnerships Update




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- **Resource & Program Review – Completed**
- **Review Course Inventory - Completed**
- **On-Site Campus Kickoff Meetings**
 - USM: January 7-9, 2019 - Completed
 - UMPI: [POSTPONED]
 - UMFK: [POSTPONED]
- **Process Review and Recommendations - Pending**










Academic Partnerships Update




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• **Sample Recommendations (USM)**

1. Change Part-time/Full-time definition from 4.5/9 to 3/6.
2. Provide online orientation.
3. Align FA and Bursar calendars for 6 start dates; 7 week sessions.
4. Various recommendations to decrease our time to accept (*From >8 weeks to 7 days*).
 - I. modify application to include statement of purpose, instead of sending separate document.
 - II. reducing, removing, or modifying the requirement of full letters of recommendation.
 - III. Change to electronic acceptance letters.
5. Create an electronic intent to graduate form.








Academic Partnerships Update




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• **Working Project Timeline**


Planning			Implementation and Execution						Operation			
<ul style="list-style-type: none"> • Launch planning • Governance • Resource Assessment • Onsite Process Review 			<ul style="list-style-type: none"> • Building Marketing Assets • Faculty Workshops • Course Design • Carousel Development • Data Integration • Administration Training • Marketing Approval • Academic Service Alignment • Design Team Alignment 						<ul style="list-style-type: none"> • Quality Review • Faculty Support • Admissions Support • Retention Services 			
00	01	02	03	04	05	06	07	08	09	10	11	12
Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Launch		Onsite Process Review		Marketing Go Live				Begin Classes				

Academic Partnerships Update



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Data Request – Phase 1 Admission File


Demographic Info

Applicant

AP Program(s)

Holds/Drop Balance

Fin Aid



SIS

Admissions


Registration








Invoice

Timing: Two weeks prior to **Marketing Launch**


Image does not depict all data needed for Admissions File

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Academic Partnerships Update



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Data Request – Phase 2 Registration File

Program Calendars

Sections

Enrollments



SIS


Admissions








Registration

Invoice


Timing: Two weeks prior to **First Registration Start Date**

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Academic Partnerships Update




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Data Request – Phase 3 Invoice & LMS

Total Enrollments

Fee Type Code

Credit Type Code





SIS


Admissions

Registration


Invoice/LMS Enrollment


Timing: Two weeks prior to **First Course Start Date**

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13 
















Academic Partnerships Update




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• **Next Steps**

- **Receive Final Recommendations**
- **Form Project Team to Coordinate SIS and Application Configurations**
 - **Data Integration Work**


Project Updates










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- **MaineStreet Enhancements**
 - Campus Solutions 9.2 Upgrade
 - UX/UI RFP
 - Tiffany Maiuri




Project Updates





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- **Data Governance**
 - Fred Brittain
 - Corina Larsen
- **HipChat Replacement**
 - John Brown
 - Steve Premeau







Project Updates





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- **Office 365**
 - Steve Premeau

- **Active Directory**
 - Lauren Dubois








Team Kudos



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- **DARTS Team**
 - **'L' Grade Reporting**
 - *"I need to thank you once again for all your work on the L grade reporting. I received a list...I [usually] need to manually update their record with the National Student Clearinghouse. However, this semester they are already updated with the correct withdrawn status and effective date. This saved me a lot of data entry. Thank you for making my job easier!!!!"*